



County of Los Angeles – Department of Mental Health

Service Area 7 Administration

Adult System of Care

Quality Improvement Committee

February 11, 2014

Providence Community Services

21520 South Pioneer Blvd., Suite 110

Hawaiian Gardens, California 90716

2:00 P.M. - 4:00 P.M.

AGENDA

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| I. Welcome and Introductions | Kari Thompson |
| II. Review & Approval of Minutes | Lupe Ayala |
| III. III. Quality Improvement Division | Timothy Beyer
Lupe Ayala |
| IV. Quality Assurance Division | Kari Thompson
Misty Aronoff |
| V. Quality Assurance Division – QA Lead | Robin Washington/Misty Aronoff |
| VI. Revenue Management Division | Kari Thompson |
| VII. Provider Updates
Presenting Program Quality Assurance Tools | Kari Thompson |
| VIII. E-mail Confirmations | Kari Thompson |
| IX. Audit Updates | Kari Thompson |

Service Area 7 Quality Assurance Committee – March 11, 2014

1:30 PM-2:00 PM

Next Quality Improvement Committee Meeting

March 11, 2014

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
SERVICE AREA 7
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

Type of Meeting:	SA 7 QIC	Date: 2/11/14	
Place:	Providence Community Services 21520 Pioneer Blvd. Suite 110 Hawaiian Gardens, CA 90716	Start Time:	2:00 PM
Chairpersons:	Lupe Ayala Kari Thompson	End Time:	4:00 PM
Members Present:			
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Welcome & Introductions	Meeting was called to order at 2:00 p.m.	Introductions were made	Lupe Ayala/Kari Thompson
Review & Approval of Minutes	Minutes for December 2013 were reviewed and minutes were approved	Motion to approve minutes	Lupe Ayala
Quality Improvement Division	Tim Beyer reviewed the August 2013 MHSIP outcome data and informed providers that a map is available online (which shows the results to questions that were answered agree/strongly agree in all service areas). Agencies can use this information to make changes. August 2013 MHSIP outcome data to hopefully be posted soon. There are also links on the website that show comparisons for the last 3 years (trend maps).	Tim Beyer to send link on how to access the maps on the DMH website.	Tim Beyer/Lupe Ayala

	<p>Patients Rights – Grievance and Appeal procedures need to be in all lobby areas at each clinic in all service areas. Clients should be able to voice their dissatisfaction with services. Reminder also about the difference between NOA-A and NOA-E. The NOA-A is used when a client does not meet medical necessity. The NOA-E is when an agency cannot schedule an appointment for services that client has requested within 30 days.</p> <p>Patients Rights – Request for change of provider – Every effort should be made to fulfill /satisfy request for client's change in provider. Request for change of provider logs need to be sent to Patients Rights by the 10th of every month. Providers still have to complete the request for change of provider log, even if there were no requests for that month.</p> <p>Patients Rights – Beneficiary Acknowledgement form, Provider Directory and Medi-Cal handbook are all required in clinic lobby areas and you need to give them to clients at the beginning of their treatment or whenever they request a copy.</p> <p>LGBTQ sub workgroup being formed within the Cultural Competency group. Handout given about the meeting dates for the Cultural Competency group for 2014. Let Lupe Ayala know if you are interested in joining the LGBTQ sub workgroup.</p> <p>A handout was given on the DMH Policy Updates since January 2014 meeting.</p>		
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Quality Assurance Division	<p>Lupe reported that SA 2 (San Fernando) went live with IBHIS on January 27, 2014. Everything seems to be going okay. There is a lot of support from CIOB and Netsmart. Recommendations were given by SA 2 to other services areas that will be going live soon, to not schedule 100% when you go live. 60% schedule should allow for the learning curve. SA 8 goes live on March 3, 2014.</p> <p>Service request log – All agencies have to use this log. Contract providers can modify the form, but all elements should be captured. The clock starts clicking for 30 days once a client requests services. For school based programs, the 30 days starts when you receive the referral from the school.</p> <p>PEI Data workgroup – A few of the service areas have been working with the Rand corporation regarding best practices and strategies regarding the Outcome Measure data received. Let Lupe Ayala know if you are interested in taking part in a PEI data group for Service Area 7.</p> <p>Title 22 – Adjudication for suitable placement through Probation. It allows the client to get Medi-Cal back. A copy of the adjudication needs to be in the chart for any audit.</p> <p>Medi-Cal re-certification – Remember to check your agencies modes of services before you have a re-certification. If you no longer have a mode of service, you will need to complete a PFAR to have it removed.</p>	<p>Project will be discussed with Ana Suarez, District Chief for approval.</p> <p>Kari Thompson will send a sample of what an adjudication form looks like</p>	<p>Robin Washington/ Lupe Ayala</p>
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	Basic Documentation trainings have been cancelled for February 2014. A handout was given on the upcoming trainings being offered for Documentation.		
Revenue Management Division	Kari Thompson reviewed RMD Bulletins that were recently released. They can be found on the DMH website.		Kari Thompson
Announcements	Penny lane announced that they have moved into a new building in Service Area 7 on Slauson Ave./Eastern Ave. Open house is on March 7, 2014 from 11:00 a.m. to 2:00 p.m. All are invited		Lupe Ayala
Adjournment and Next Meeting Information	Next Meeting is on March 11, 2014 from 2-4 p.m. QA Meeting is from 1:30 -2:00 p.m. on March 11, 2014		Lupe Ayala

Respectfully Submitted,

Lupe Ayala & Kari Thompson
QIC Co-Chair QIC Co-Chair